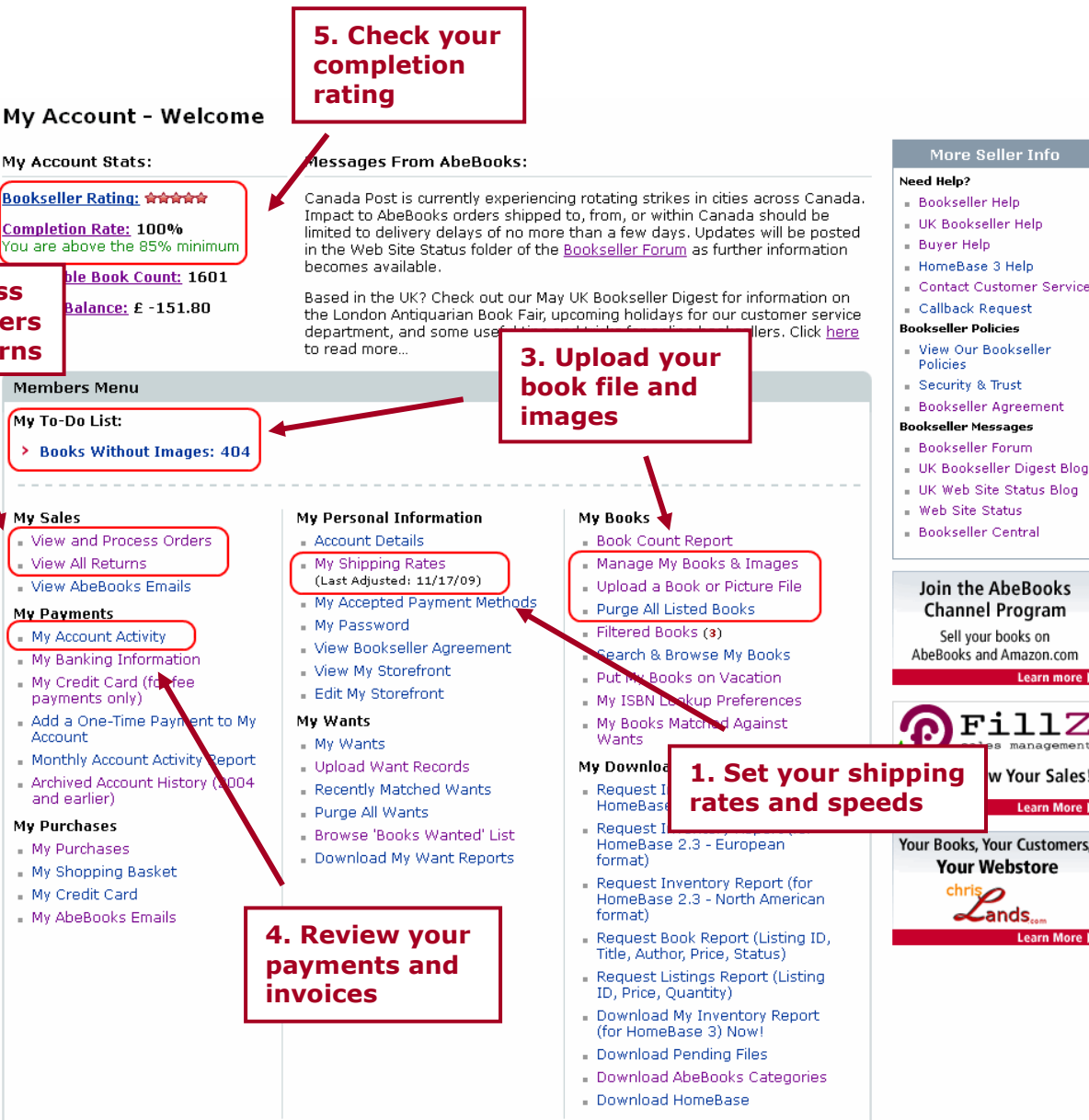


# User Guide: Your AbeBooks Members Menu

To access your Members Menu:

1. Go to [www.abebooks.com](http://www.abebooks.com) (not AbeBooks.co.uk!)
2. Click on **[my account]** at the top right hand side of the screen
3. Enter the email address and password you gave when setting up your account
4. Click [Sign On].

If you have forgotten your password, enter the email address with which you set up your bookseller account and click the **[Forgot your password?]** button. An email will automatically be sent to that email account with the details of your password. Please be advised that your password is case-specific.



**5. Check your completion rating**

**2. Process your orders and returns**

**3. Upload your book file and images**

**1. Set your shipping rates and speeds**

**4. Review your payments and invoices**

**My Account - Welcome**

**My Account Stats:**

- Bookseller Rating:** ★★★★★
- Completion Rate:** 100%  
You are above the 85% minimum
- Available Book Count:** 1601
- Balance:** £ -151.80

**Messages From AbeBooks:**

Canada Post is currently experiencing rotating strikes in cities across Canada. Impact to AbeBooks orders shipped to, from, or within Canada should be limited to delivery delays of no more than a few days. Updates will be posted in the Web Site Status folder of the [Bookseller Forum](#) as further information becomes available.

Based in the UK? Check out our May UK Bookseller Digest for information on the London Antiquarian Book Fair, upcoming holidays for our customer service department, and some useful links for our sellers. Click [here](#) to read more...

**Members Menu**

- My To-Do List:**
  - > Books Without Images: 404
- My Sales**
  - View and Process Orders
  - View All Returns
  - View AbeBooks Emails
- My Payments**
  - My Account Activity
  - My Banking Information
  - My Credit Card (for fee payments only)
  - Add a One-Time Payment to My Account
  - Monthly Account Activity Report
  - Archived Account History (2004 and earlier)
- My Purchases**
  - My Purchases
  - My Shopping Basket
  - My Credit Card
  - My AbeBooks Emails
- My Personal Information**
  - Account Details
  - My Shipping Rates (Last Adjusted: 11/17/09)
  - My Accepted Payment Methods
  - My Password
  - View Bookseller Agreement
  - View My Storefront
  - Edit My Storefront
- My Wants**
  - My Wants
  - Upload Want Records
  - Recently Matched Wants
  - Purge All Wants
  - Browse 'Books Wanted' List
  - Download My Want Reports
- My Books**
  - Book Count Report
  - Manage My Books & Images
  - Upload a Book or Picture File
  - Purge All Listed Books
  - Filtered Books (3)
  - Search & Browse My Books
  - Put My Books on Vacation
  - My ISBN Lookup Preferences
  - My Books Matched Against Wants
- My Downloads**
  - Request Inventory Report (for HomeBase 2.3 - European format)
  - Request Inventory Report (for HomeBase 2.3 - North American format)
  - Request Book Report (Listing ID, Title, Author, Price, Status)
  - Request Listings Report (Listing ID, Price, Quantity)
  - Download My Inventory Report (for HomeBase 3) Now!
  - Download Pending Files
  - Download AbeBooks Categories
  - Download HomeBase

**More Seller Info**

**Need Help?**

- Bookseller Help
- UK Bookseller Help
- Buyer Help
- HomeBase 3 Help
- Contact Customer Service
- Callback Request

**Bookseller Policies**

- View Our Bookseller Policies
- Security & Trust
- Bookseller Agreement

**Bookseller Messages**

- Bookseller Forum
- UK Bookseller Digest Blog
- UK Web Site Status Blog
- Web Site Status
- Bookseller Central

**Join the AbeBooks Channel Program**

Sell your books on AbeBooks and Amazon.com

[Learn more](#)

**Fillz** business management

**Grow Your Sales!**

[Learn More](#)

**Your Books, Your Customers, Your Webstore**

chris  
**Lands.com**

[Learn More](#)

# 1. SET YOUR SHIPPING RATES & SPEEDS

To access your Shipping Matrix, click on **[My Shipping Rates]** under 'My Personal Information' in your Members Menu.

The screenshot shows the 'Shipping Matrix' configuration interface. At the top, there is a dropdown menu labeled 'Select Country to Add to Matrix' and an 'Add To Matrix' button. Below this is a 'Save Changes' button. The main table lists various countries and services with columns for 'Min. Time', 'Max. Time', 'First Item (£)', and 'Extra Item (£)'. Red callout boxes highlight the following elements:

- Select the country of destination:** Points to the 'Select Country to Add to Matrix' dropdown.
- Enter the delivery speeds in days:** Points to the 'Min. Time' and 'Max. Time' dropdown menus.
- Define the shipping costs:** Points to the 'First Item (£)' and 'Extra Item (£)' input fields.
- Save your changes:** Points to the 'Save Changes' button at the bottom of the table.

| Buyer's Country                     | Service  | Min. Time | Max. Time | First Item (£) | Extra Item (£) |
|-------------------------------------|----------|-----------|-----------|----------------|----------------|
| Domestic(United Kingdom) (Modified) | Priority | 1         | 2         | 3.50           | 1.80           |
|                                     | Standard | 2         | 5         | 3.50           | 1.80           |
| International (Modified)            | Priority | 1         | 2         | 26.00          | 4.45           |
|                                     | Standard | 4         | 12        | 10.00          | 3.00           |
| Canada(Modified)                    | Priority | 1         | 2         | 25.00          | 4.45           |
|                                     | Standard | 4         | 12        | 8.00           | 2.15           |
| France(Modified)                    | Priority | 1         | 2         | 16.00          | 4.00           |
|                                     | Standard | 3         | 7         | 8.00           | 3.00           |
| Germany(Modified)                   | Priority | 1         | 2         | 16.00          | 2.65           |
|                                     | Standard | 3         | 7         | 8.00           | 2.15           |
| Italy(Modified)                     | Priority | 8         | 14        | 25.00          | 4.45           |
|                                     | Standard | 3         | 7         | 8.00           | 2.15           |
| Spain(Modified)                     | Priority | 1         | 2         | 25.00          | 6.00           |
|                                     | Standard | 4         | 10        | 12.00          | 6.00           |
| U.S.A.(Modified)                    | Priority | 1         | 2         | 25.00          | 6.00           |
|                                     | Standard | 4         | 10        | 12.00          | 6.00           |

At the bottom of the table, there are buttons for 'Remove Selected Countries' and 'Save Changes'. Below the table is the 'Shipping Matrix Options' section with a 'Restore Default Shipping Matrix' button.

The information entered in your Shipping Matrix will be visible in your book search results so that buyers know what shipping rates and speeds to expect. NOTE: Your shipping rates and speeds also define when a buyer can first initiate a refund with the reason "Item Did Not Arrive".

Further information can be found on our online bookseller help pages: 'Manage Your Account' -> [How can I adjust my shipping rates and speeds?](#)

In the 'My Personal Information' section you can also update your email address, postal address, password and accepted payment methods, and your AbeBooks Storefront.

Further information can be found on our online bookseller help pages: [Manage Your Account](#)

# 2. PROCESSING YOUR ORDERS AND REFUNDS

Click on **New Orders** or **View and Process Orders** to access a list of your pending sales.

From this page you can:

- Call up an order based on the date, order number, etc.
- View the status of each order (Pending, Cancelled, Expired, etc.)
- Process and update orders
- View details of orders already processed
- Initiate a refund

To view and process a pending order:

1. Click on **Process Order** on the pending order
2. **Verify the payment method** selected by the buyer (in red at the right hand side of the page)
3. **Refer to the corresponding instructions below**

## 2.1. PROCESSING ORDERS PAID VIA CREDIT CARD – PAYMENTS ARE PROCESSED BY ABEBOOKS

Ecommerce orders must be updated or processed within 4 days. Orders that are not processed within that period will expire and the customer will be informed that their order has been cancelled.

■ Choose a status for every book in this order and then click the [Save Order Changes] button.

■ If you update the order to "Will Ship", a shipping manifest will be automatically made available. Please print two copies of the shipping manifest; it is designed to be used as both a label and order information for the buyer.

■ Selecting [Extra Charges] and then clicking the [Save Order Changes] button allows you to enter the amount you'd like to increase the charge by, plus a reason. The buyer will be sent an e-mail with these details asking them to confirm the charges.

| Status                                | Book No.  | Title   | Author                       | Book Price | Details                      |
|---------------------------------------|-----------|---|------------------------------|------------|------------------------------|
| Ordered                               | SKU001321 | Unrepentant   | Harlot, Scarlet; Leigh, C... | US\$ 4.90  | <a href="#">Book Details</a> |
| <input type="radio"/> Will Ship       |           | 0867195843 <i>New book, may show some slight shelf or ...</i> |                              |            |                              |
| <input type="radio"/> Extra Charges   |           | ISBN: 0867195843  |                              |            |                              |
| <input type="radio"/> Reduce Shipping |           |   |                              |            |                              |
| <input type="radio"/> Previously Sold |           |   |                              |            |                              |
| <input type="radio"/> Rejected        |           |   |                              |            |                              |

[\[Help with ISBN Matching\]](#)  
Special Instructions from the Buyer or Buyer Credit Card Billing Address: None

**Order Overview**

**Payment processed by Abebooks (abebooks.com)**

**If order confirmed, payment will be sent to you by Abebooks.**

|                   |           |
|-------------------|-----------|
| No. of Books:     | 1         |
| Total Book Price: | US\$ 4.90 |
| Shipping Price:   | US\$ 3.99 |
| Total:            | US\$ 8.89 |

**Order Information**

**Abebooks Purchase Order No.:**

**Status:** seller notified

**Program:** Abebooks (abebooks.com)

**Purchase Method:** Payment processed by Abebooks (abebooks.com)

**Shipping Time:** 5 - 14 days

**Date Ordered:** June 21, 2011 7:41:05 AM PDT

**Buyer E-mail:**

**Destination:** NY, U.S.A., 12827

**Shipping Company (Optional):**

  
**Tracking No. (Optional):**

If the book is available and the postage is correct:

1. Click on **Will Ship**
2. Click Save Order Changes
3. The buyer will then be charged. If payment is successful, a button for the **Shipping Manifest** will appear. Click this icon to access the buyer's delivery address and ship the book.
4. **Enter the tracking information** if available. This will prevent automatic refunds if the book should not arrive by its estimated delivery date.

If it's necessary to increase the postage:

1. Click the option **Extra Charges**
2. Click Save Order Changes

3. Enter the extra amount to be charged and click **confirm**

The buyer then has 4 days to accept, or reject, those charges and a confirmation will be sent to you via email. Should the charges be rejected you have the possibility to ship the order at the original cost, or to reject it.

Once you receive a response, return to the order page:

1. If the sale is ready, click **Will Ship** and **Save Order Changes**
2. If the payment is successful click on the **Shipping Manifest** icon to retrieve delivery information and send the book.
3. If the buyer does not respond or the extra charges are refused, click **Rejected** and **Save Order Changes**. The client will be informed that the order has been cancelled. NOTE: You can also choose to accept and ship the order at the original shipping cost quoted.

If the shipping costs need to be reduced:

1. Select **Reduce Shipping**
2. Click **Save Order Changes**
3. Enter the amount to be deducted and confirm.

In the case of a shipping cost reduction, buyer confirmation is not required. You are able to directly process the order and ship the book.

Status "Credit Card Rejected":

You will be notified immediately if a buyer's credit card should be rejected. The order will be cancelled and the book will be relisted in your online inventory. The customer will also be notified via email and asked to place a new order.

Further information can be found on our online bookseller help pages:

[How can I process my orders?](#)

## 2.2. PROCESSING ORDERS BY ALL OTHER PAYMENT METHODS: PAYMENT PROCESSED BY THE BOOKSELLER

NOTE: Should the order not be updated within 4 days, the status will automatically change to Availability Confirmed

1. If the book is available, select **Availability Confirmed**
2. Click Save Order Changes
3. **Contact the buyer** and confirm the details of payment (cheque, PayPal, etc.) and shipping
4. Click on the **Shipping Manifest** icon to retrieve delivery information. Do not send the book until payment has been received (or agreed upon with buyer).

Adjusting the shipping costs: It is not necessary to inform AbeBooks of these changes. They can be discussed directly with the buyer when finalising payment details.

## 2.3. CANCEL OR REFUND AN ORDER THAT HAS ALREADY BEEN PROCESSED

You can cancel or refund an order up to 90 days after it is processed, for example in the case of a buyer cancellation, a return or a lost book.

1. On [www.abebooks.com](http://www.abebooks.com) click on **My Account**
2. Click on **View and Process Orders**
3. Locate the order
4. Click on **Request a Refund**
5. Select the **Return Reason** and enter a **comment** – it will be sent to the buyer.
6. **Save** and confirm

For orders paid with credit card, AbeBooks will be responsible for the repayment to be buyer. The commission will also be credited back to your account.

For other payment methods you are advised to agree to the refund terms with the buyer. Commissions will be credited back to your account.

Further information can be found on our online bookseller help pages:  
[Processing returns, refunds and cancellations](#)

## 3. MANAGE YOUR BOOKS AND IMAGES

### 3.1. UPDATE YOUR INVENTORY

It is important to ensure that your online inventory is up-to-date, especially after your first orders have been processed.

A book ordered via AbeBooks will automatically be removed from your online inventory. However, it is very important to keep your HomeBase listings updated and mark that book as sold to ensure that in your future uploads the book is not accidentally reloaded.

To mark your books as sold in HomeBase 3, there are 2 options:

1. Double click on the entry for the book you need to update. Change the quantity field to 0 and click [**Save**] to update the listing; or
2. Select the sold book and click [Delete item]

### 3.2. SETTINGS

The first time you attempt to send an update to AbeBooks, you will be prompted to log in with the **email address** and **password** associated with your AbeBooks bookseller account. Doing so will set a security token on your computer that will make logging in unnecessary for future uploads.

Note that you cannot have another AbeBooks account with the same email address and password combination otherwise the security token will fail.

The screenshot shows a 'Login' dialog box with the following text and elements:

- Title: Login
- Message: A security token must be acquired the first time this action is performed. Note: This action is only required the first time using Homebase 3.0
- Instruction: Please login to your AbeBooks account using your Email Address and Password to generate your security token.
- Fields: Email Address: [text input], Password: [text input]
- Buttons: Login, Cancel
- Link: [Forgot your password?](#)
- Alternative: Or: [Create a new account]

Two red boxes with arrows provide instructions:

- A box on the left says: **Enter the e-mail address and password of your AbeBooks account**, with an arrow pointing to the Email Address field.
- A box on the right says: **Click on "Login" to get your token**, with an arrow pointing to the Login button.

### 3.3. SEND DATA TO ABEBOOKS

There are 2 ways that you can send your Adds, Deletes, or Updates to AbeBooks:

1. When you close HomeBase 3.0, you'll be prompted to "Send listing updates to AbeBooks?" As long as you're connected to the Internet, clicking **[Yes]** will automatically send all Updates, Adds, and Sold books to AbeBooks via our Web Service.

*This automatic prompting can be disabled by selecting **[Tools]** from the **[Menu bar]** and then choosing **[Options]** > **[Disable send updates prompt]**.*

2. You can also send updates to AbeBooks at any time during a session by selecting the **[Tools]** menu from the menu bar, and then choosing **[Upload Listing Changes]**.

Once your changes have been uploaded, you will receive a confirmation message letting you know what action has been completed:



Should you see that your online inventory does not match the data that you uploaded, please contact our [Customer Service](#) team.

Further information can be found on our online bookseller help pages: Upload and Manage Your Inventory -> [Quick Help HomeBase 3.0](#)

### 3.4. UPLOADING IMAGES

Uploading images one-by-one:

1. Click on Manage **My Books & Images** under the "My Books" section
2. Search for the desired listing(s) and click **View Items**
3. Click on **Update Images**
4. Use the **Browse** button to locate the corresponding images
5. Click **Send**

For details on how to upload multiple images using compressed (.zip) files or image URLs please visit our help pages online.

Further information can be found on our online bookseller help pages: [How can I upload pictures?](#)

## 4. YOUR PAYMENTS AND INVOICES

**My Account Stats:**

**Bookseller Rating:** ★★★★★

**Completion Rate:** 100%  
You are above the 85% minimum

**Searchable Book Count:** 1601

**Current Balance:** £ -151.80

**Messages From AbeBooks:**

Canada Post is currently experiencing rotating strikes in cities across Canada. Impact to AbeBooks orders shipped to, from, or within Canada should be limited to delivery delays of no more than a few days. Updates will be posted in the Web Site Status folder of the [Bookseller Forum](#) as further information becomes available.

Based in the UK? Check out our May UK Bookseller Digest for information on the London Antiquarian Book Fair, upcoming holidays for our customer service department, and some useful tips and tricks for online booksellers. Click [here](#) to read more...

**Members Menu**

**My To-Do List:**

- > **Books Without Images:** 404

**View your sales and account details**

**My Sales**

- View and Process Orders
- View All Returns
- View AbeBooks Emails

**My Payments**

- My Account Activity
- My Banking Information
- My Credit Card (for fee payments only)

**My Personal Information**

- Account Details
- My Shipping Rates (Last Adjusted: 11/17/09)
- My Accepted Payment Methods
- My Password
- View Bookseller Agreement
- View My Storefront
- Edit My Storefront

**My Books**

- Book Count Report
- Manage My Books & Images
- Upload a Book or Picture File
- Purge All Listed Books
- Filtered Books (3)
- Search & Browse My Books
- Put My Books on Vacation
- My ISBN Lookup Preferences

Each Friday, the details for that week's orders are recorded and viewable from your Members Menu.

Click on your **Current Balance** or **My Account Activity** to retrieve sales summaries by week or month:

- To view an invoice from an earlier month, specify the desired month and click **View**
- For a weekly summary including payment details click **Weekly Summaries for Statement Period**
- For details on commissions and processing fees for each sale, updated each Friday, click on **Sales Details for Statement Period**

Further information can be found on our online bookseller help pages:  
AbeBooks Payments and Fees > [Where can I view details for payments and fees?](#)

## 5. CHECK YOUR BOOKSELLER RATING

Your bookseller rating or "completion rate", presented to buyers as your star-rating, reflects the number of orders which are fulfilled as opposed to cancelled or refunded.

To view the details of your bookseller rating, click on the link **Completion Rate**:

|   |  |
|---|--|
| <b>My Account Stats:</b><br><a href="#">Bookseller Rating:</a> ★★★★★<br><b>Completion Rate: 100%</b><br><small>You are above the 85% minimum</small><br><a href="#">Searchable Book Count:</a> 1601<br><a href="#">Current Balance:</a> £ -151.80 | <b>Messages From AbeBooks:</b><br>Canada Post is currently experiencing rotating strikes in cities across Canada. Impact to AbeBooks orders shipped to, from, or within Canada should be limited to delivery delays of no more than a few days. Updates will be posted in the Web Site Status folder of the <a href="#">Bookseller Forum</a> as further information becomes available.<br><br>Based in the UK? Check out our May UK Bookseller Digest for information on the London Antiquarian Book Fair, upcoming holidays for our customer service department, and some useful tips and tricks for online booksellers. Click <a href="#">here</a> to read more... |
|---|--|

|   |  |  |
|---|--|--|
| <b>Members Menu</b>   |  |  |
| <b>My To-Do List:</b><br>> <a href="#">Books Without Images: 404</a>  |  |  |
| <b>My Sales</b> <ul style="list-style-type: none"><li>View and Process Orders</li><li>View All Returns</li><li>View AbeBooks Emails</li></ul> | <b>My Personal Information</b> <ul style="list-style-type: none"><li>Account Details</li><li>My Shipping Rates<br/>(Last Adjusted: 11/17/09)</li></ul> | <b>My Books</b> <ul style="list-style-type: none"><li>Book Count Report</li><li>Manage My Books &amp; Images</li><li>Upload a Book or Picture File</li></ul> |

From here, you can also view the number of orders which were completed, cancelled or refunded and access the details of each of those orders.

AbeBooks booksellers are required to maintain a minimum completion rate of 85%. If your completion drops below this level you will receive a warning message in your Members Menu. By clicking on this message you will find helpful tips on how to increase your completion rate.

Further information can be found on our online bookseller help pages: [Bookseller Rating](#)

## 6. OTHER USEFUL FUNCTIONS

**View AbeBooks Emails:** Click here to view recent emails. Be sure to respond to all buyers and AbeBooks staff emails within 2 business days.

**Put My Books on Vacation:** Use this function to temporarily remove your books from the website and avoid receiving orders you cannot process, should you be away for more than 3 days.

**Edit My Storefront:** Customise your AbeBooks storefront and add your own personal details and logo. Feel free to share this unique URL with your customers to lead them straight to your account and listings!

**Need Help?** Easily locate our help pages, our Bookseller Blog or contact our customer service team for assistance.

### AbeBooks Customer Service

[Contact Form](#)

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